

Evans nurses come together for PCTS off-site retreat

By Jeff Troth MEDDAC PAO



Fifty nurses from various departments within Evans Army Community Hospital met for a 2-day Patient Caring Touch System retreat at the Penrose House in Colorado Springs to identify tools and best practices useful when interacting with patients.

The retreat held Feb. 12 and 13, was a collaboration between three Army medical facilities – Evans, Madigan Army Medical Center (Joint Base Lewis-McChord) and Womack Army Medical Center (Fort Bragg).

“We went over the standards of practice for nursing, the Patient Caring Touch System, which dictates the care that we provide to our patients,” said Maj. Jason Marquart, Evans Emergency Department chief nurse. “We are utilizing and implementing them across our organization as teams to produce better outcomes for our patients and better staff satisfaction.”

In 2011, the Army Nurse Corps developed the Patient Caring Touch System, or PCTS to guide the delivery of nursing care throughout Army medicine. The system was designed to ensure that the patient is at the center in all nursing care delivery environments. The PCTS is illustrated by a maroon star and comprised of five core elements that provide the Army nursing triad (Army nurses, Soldier medics, and Department of Defense civilians) with a foundation to implement evidence-based changes and routine daily patient care processes throughout Army Medicine.

"The Patient Care Touch System ensures patients that no matter what military hospital they are at they can expect the same level of care," said Col. Kathy Prue-Owens, Evans' deputy commander for nursing.

"The retreat allowed us to bring health care disciplines from across the hospital together so that we can look at how we can better deliver a quality and safe patient care," she said. "We reviewed best practices used at other hospitals and looked at our core values."

A class on values, both personal and organizational, was presented by Col. Dan McKay, chief of anesthesia nursing at Madigan AMC.

"This is not just a presentation for you to use, but it is also a presentation and an application that you can take back to your department or section and incorporate into what you are already doing," McKay told the retreat participants. "The Patient Caring Touch System is how we live our values; it is how we express our values to those entrusted to our care.

"From the PCTS perspective, living your core values places the patient at the center of everything we do," he continued. "When you live up to your core values your patient benefits."

At the retreat the participants took a personality test and received presentations on: care teams; talent management and leader development; and PCTS: shared accountability.

"They learned about care teams and working together to coordinate the care that we give to the patient," said Prue-Owens.

"Our staff has previously been exposed to everything that was presented at the retreat, but the people from Madigan and Womack had some good ideas

that will help us be more successful,” said Marquart. “Now it is up to our nurses to take that information back to their department and use it to improve their team and to provide the quality care our patients deserve.”



At the PCTS retreat, Col. Dan McKay, chief of anesthesia nursing at Madigan AMC, has participants express on a scale of 1-10 how much they agree with the top three group values, which were determined during a values exercise. (Photo by Jeff Troth)